



INFORMATION PACK
HR Business Partner



WELCOME

A few words from our CEO

Thank you for your interest in our organisation and this role.

We're proud to have directly helped 27,000 local people this last year, more than we've ever supported. We've been working in local communities to improve mental health and wellbeing for 30 years and during that time our support has evolved, enabling us to help people in new and impactful ways.

We believe everyone has the right to enjoy good mental health and our team of trusted professionals provide expert support to help people lead full and happy lives. What's more, we campaign locally to improve services, raise awareness and promote understanding of what good mental health looks like.

Ours is a vibrant organisation to work for and our staff are our most important asset. We know just how important the benefits of a mentally healthy workplace are. So, it's only natural that our people and our culture are at the heart of all we do. Staff wellbeing is a high priority for us and we take great care and pride in making sure that everyone who works with us feels valued and supported. We're dedicated, friendly and open, working together to improve the lives of local people experiencing mental health problems.

I hope you'll be interested in joining our team once you've read this pack and I look forward to meeting you.

Emma Howitt
CEO

Our Values

CARING

We genuinely care about local people and the work that we do. We treat people with respect and dignity.

WELCOMING

It can be difficult to ask for help and there is still much stigma associated with mental health. When people come to us for support, our response is warm and welcoming. Our staff and volunteers are helpful and friendly. We don't judge people.

TRUSTWORTHY

People trust us with their personal stories. We appreciate this isn't easy and are grateful for people's confidence in us. We take confidentiality very seriously.

DETERMINED

We are committed to finding the best support for local people. We can tailor our services to meet their needs as we know finding help for mental health issues can be difficult. If we can't help then we'll find the right support from other local organisations where needed.

PROFESSIONAL

All our staff and volunteers are skilled in the work they do and are supported by us. We're constantly working to ensure our environment is safe and beneficial to you.



"I feel a real sense of belonging here, like I'm part of something special and we're all working together to make a difference. The culture here is people centric and I love that I'm valued.

Sinead, Project Lead

HR Business Partner

Job Overview

Teesside Mind is a regional charity dedicated to improving the mental health and wellbeing of our diverse local communities, many of whom face significant health inequalities.

The HR Business Partner is a proactive, operationally focused role responsible for delivering a high-quality people service across the organisation. The postholder will work closely with leaders and managers to provide practical, values-led HR support that enables consistent, legally compliant, and people-centred practices across all services.

Working in partnership with managers, the HR Business Partner will support the delivery of effective people solutions across recruitment, onboarding, employee relations, attendance, performance, wellbeing, learning, and workforce processes. The role combines operational HR delivery with a business partnering approach, helping managers build confidence, capability, and accountability in managing their teams effectively.

A key aspect of the role will be developing and supporting the HR Administration Assistant to strengthen the efficiency, consistency, and quality of day-to-day HR administration and coordination.

The HR Business Partner will report to the Deputy Chief Executive (Head of Operations) and work collaboratively with leaders across Teesside Mind. While the role is expected to confidently manage day-to-day operational HR matters, external HR or employment law support, alongside professional mentorship, may be available for particularly complex, high-risk, or specialist matters where required.

Role Summary

The HR Business Partner delivers Teesside Mind's operational HR service and supports managers to implement people practices aligned to organisational values and priorities.

You will act as the primary HR contact for managers on day-to-day people matters, providing practical guidance and coaching to support effective decision-making and consistent people management practice.

You will work closely with senior leaders and service managers to ensure people policies and processes are embedded effectively in practice, translating organisational requirements into clear and workable approaches.

You will support managers with employee relations matters, taking ownership of routine and moderately complex cases while recognising when specialist external advice or support is required. The role also includes coaching and supporting the HR Administration Assistant to strengthen HR administration, coordination, and service delivery standards across the organisation.

Outcomes

- Effective delivery of a responsive, compliant, and people-focused HR service that supports organisational sustainability and performance.
- Managers who feel supported and more confident in managing people issues consistently and appropriately.
- A collaborative People function that delivers efficient, caring, and customer-focused support across all Teesside Mind services and locations.
- Reduced people-related risk through proactive support, sound operational practice, and appropriate use of specialist external advice where needed.
- A positive organisational culture where colleagues feel valued, supported, and able to perform at their best.

Key Responsibilities

Business Partnering & Operational HR

- Deliver a high-quality, customer-focused HR service across all Teesside Mind locations, ensuring managers and staff receive timely and practical support.
- Build effective working relationships with managers and leaders, acting as a trusted operational HR partner.
- Provide practical advice and guidance on absence, conduct, capability, grievance, wellbeing, and performance matters.
- Support managers to handle day-to-day employee relations matters confidently, consistently, and in line with policy and employment legislation.
- Recognise and appropriately escalate complex, high-risk, or specialist employee relations matters for external HR or legal support in line with organisational arrangements.
- Support managers to apply people policies and procedures consistently, identifying opportunities to strengthen management capability and practice.
- Maintain and update HR policies, templates, and guidance to ensure compliance, accessibility, and operational effectiveness.
- Identify opportunities to improve people processes, HR administration, and service standards, implementing improvements in a planned and collaborative way.

Business Partnering & Operational HR

- Coordinate recruitment and onboarding activity, ensuring a positive and consistent candidate and new starter experience.
- Maintain accurate and confidential employee records and workforce data in line with GDPR and information governance requirements.
- Coordinate induction, mandatory training administration, and workforce compliance processes.

- Support wellbeing and engagement initiatives, gathering feedback and recommending practical improvements to strengthen employee experience.

Developing HR Administration Assistant

- Line-manage, support, and coach the HR Administration Assistant, providing clear priorities, guidance, and regular feedback.
- Support the development of confidence, capability, and consistency in HR administrative processes and service delivery.
- Create and maintain practical process guides, templates, and checklists for routine HR activities.
- Quality assure key HR documentation, records, and administrative processes.

Equality, Diversity & Inclusion

- Work collaboratively with the Inclusion, Diversity & Equality Lead to support agreed priorities and initiatives.
- Promote inclusive and fair people practices across recruitment, onboarding, employee relations, and workforce processes.
- Monitor workforce and diversity data, identifying trends and supporting continuous improvement activity.

Person Specification Criteria

Experience, Qualifications & Knowledge	Essential	Desirable
Proven experience in a senior operational HR, or HR Business Partner role	●	
CIPD Level 5 qualification or equivalent professional experience	●	
Strong working knowledge of UK employment law and operational employee relations practice	●	
Experience supporting managers with day-to-day people matters and applying sound professional judgement	●	
Experience coaching or supporting others to improve confidence, capability, and service standards	●	
Experience within health, social care, charity, or community-based organisations		●
Experience supporting organisational change or workforce transition activity		●
Experience contributing to wellbeing, engagement, or organisational development initiatives		●
Experience working with external HR, legal, or professional advisory support arrangements		●

Skills and Competencies	Essential	Desirable
Ability to manage operational HR issues independently while recognising when to seek specialist advice or escalate complex matters appropriately	●	
Strong interpersonal and communication skills, with the ability to build effective working relationships and provide constructive challenge	●	
Ability to manage competing priorities and work effectively across a varied operational environment	●	

Other Personal Qualities	Essential	Desirable
High level of integrity and ability to maintain confidentiality	●	
Willingness and ability to travel regularly between organisational sites as required	●	

Main Terms and Conditions

Job Title:

HR Business Partner

Contract:

Permanent

Responsible to:

Deputy CEO

Hours:

Full time (36.5 hrs)

Salary:

£38,387 pa

Location:

Middlesbrough with travel across the Tees Valley

Disclosure:

This position is subject to Teesside Mind's policies on the Safeguarding of Children and Young People, the Safeguarding of Vulnerable Adults, an enhanced DBS check and rechecked every three years

We do not accept referrals through agencies.

How to Apply

If you would like to find out more about this opportunity, please call 01642 257 020 to speak to Kerry Robinson or email: kerry.robinson@teessidemind.org.uk.

Please complete the application form on our website. Interviews will be held on the 23rd and 25th June 2026.

**Closing date for applications:
Sunday 7th June 2026**

Standard benefits:

- Defined salary according to job evaluation and Teesside Mind pay scales
- Contributory pension scheme
- Travel expenses in line with HMRC

Enhanced benefits:

- Access to EAP wellbeing service
- Holidays commence at 26 days plus 8 BH and increase with length of service up to 32 days plus 8 BH*
- Up to 2 days (15 hrs) off for volunteer / charity work*
- Up to 3x half a day for wellbeing leave*
- Up to 3 days (22.5 hrs) off for time off to care for dependants*
- Up to 6 hrs for medical appointments*
- Up to 2 weeks of bereavement leave for the death of a close/immediate family member*
- Enhanced Maternity, Adoption, Surrogacy, Paternity pay
- Free parking at Middlesbrough and Stockton offices (subject to availability)
- Access to financial rewards and discounts for high street shops, restaurants, holidays etc.

Other Family Friendly Benefits:

- Flexible working**
- Hybrid working**
- Other time off including but not limited to carers leave or parental leave either paid or unpaid as defined by statutory provisions.

Personal Development:

- Monthly supervision and a personal development plan (with and without funding - subject to approval)
- Annual development day for staff and volunteers

All essential job criteria are subject to reasonable adjustments in line with the Equality Act 2010

- *All benefits are pro-rata for part time or part year contracts
- ** Subject to meeting the needs of the individual, the team and service delivery

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